

FIG. 1

Fig. 2

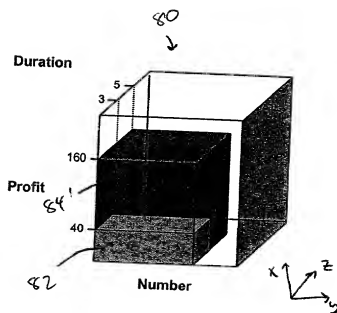


Fig. 2

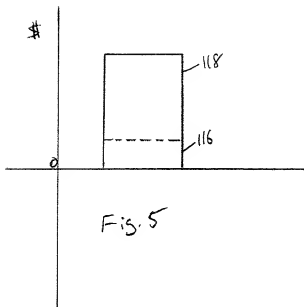


Fig. 5

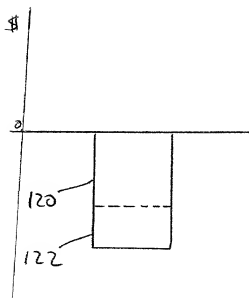
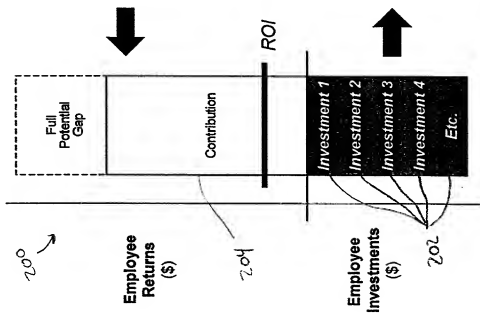


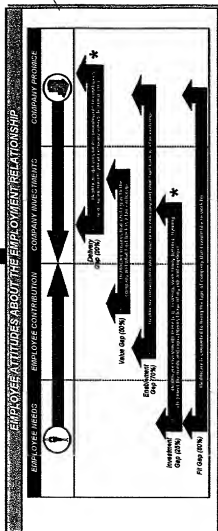
Fig. 6

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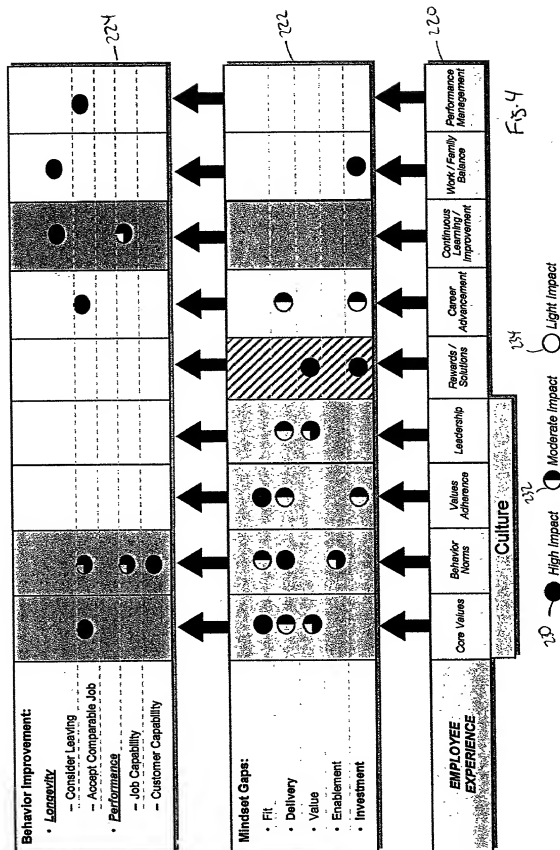
210

EMPLOYEE BEHAVIOR			
Longevity Process	28%	Job Performance Process	48%
Likelihood to Leave		Job Capability	
Likelihood to Accept a Comparable Job	42%	Customer Capability	62%



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EMPLOYEE EXPERIENCE											
Customer Focus / Satisfaction	Risk / Uncertainty	Change / Transition	Mission / Strategy & Alignment	Platform / Management	Coord. Learning / Improv.	Culture / Tradition	Structure / Norms	Company / Systems	High	Low	
85%	77%	73%	89%	86%	87%	82%	80%	57%			
Perform Expect.	Accountability	Enablement	Core Values	Career Development	Value Achievement	Leadership	Communication	Rewards / Systems			
58%	58%	52%	52%	52%	51%	48%	48%	41%			



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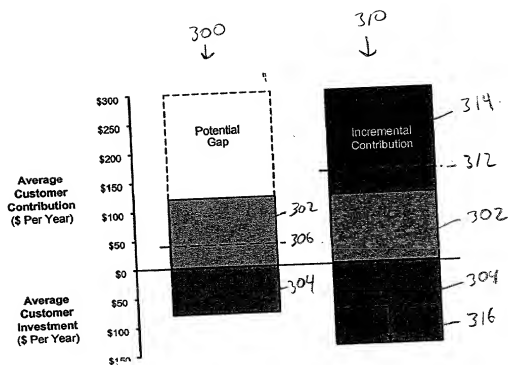


Fig. 7

NOTES

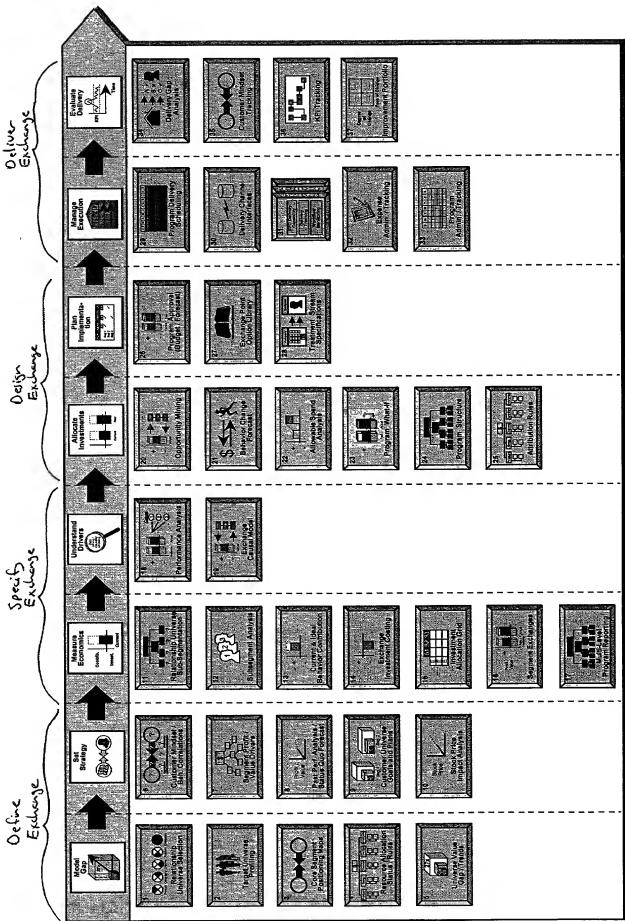


Fig. 8

